

## Summary of Scores on Employer Survey on the new Receivables Management System

Question:	1.a.	1.b.	2.	3.a.	3.b.	3.c.	4.a.	4.b.	4.c.	4.d.	4.e.	5.a.	5.b.	6.a.	6.b.	6.c.	7.
Average	3.56	3.65	3.67	3.82	3.96	3.96	3.38	3.36	3.32	3.24	3.28	3.27	4.12	3.69	3.97	3.97	3.82
0 = Does not Apply	15	18	41	26	34	25	107	107	109	103	110	<b>167</b>	105	43	46	52	30
1 = Very Dissatisfied	19	15	6	19	14	14	14	16	17	23	21	20	7	22	10	10	5
2 = Dissatisfied	26	18	12	27	15	12	34	31	32	37	34	20	9	36	16	10	17
3 = Neither Satisfied nor Dissatisfied	125	119	<b>142</b>	63	68	73	<b>113</b>	<b>119</b>	<b>122</b>	<b>116</b>	<b>112</b>	<b>102</b>	59	73	68	73	86
4 = Satisfied	<b>144</b>	<b>160</b>	128	<b>152</b>	<b>141</b>	<b>148</b>	83	79	74	81	81	52	82	<b>120</b>	<b>135</b>	<b>137</b>	<b>190</b>
5 = Very Satisfied	67	66	67	109	124	124	45	44	42	36	38	35	<b>134</b>	102	121	114	68

### Question:

1.a. How satisfied are you with the new **(RMS) statement format**?

1.b. How satisfied are you with the increased **level of detail provided by RMS**, as you perform the reconciliation process?

2. How satisfied were you with **DRS Notice 98-12**, as a means to prepare you for the change in RMS?

3.a. How satisfied are you with your **AR Account Manager's timeliness** in responding to telephone inquiries?

3.b. How satisfied are you with your **AR Account Manager's assistance** on reconciliation of statements of account activity?

3.c. How satisfied are you with your **AR Account Manager's accuracy** of information provided?

4.a. How satisfied are you with the amount of **training offered on eligibility**?

4.b. How satisfied are you with the amount of **training offered on status codes**?

4.c. How satisfied are you with the amount of **training offered on earnable compensation**?

4.d. How satisfied are you with the amount of **training offered on understanding and reconciling edit messages**?

4.e. How satisfied are you with the amount of **training offered on understanding and reconciling statements of account activity**?

5.a. How satisfied are you with the **current training** provided by ESS?

5.b. How satisfied would you be with **group training** at a regional site, that's conducted annually?

6.a. How satisfied are you with **ESS' timeliness** in responding to telephone inquiries?

6.b. How satisfied are you with **ESS' assistance** in transmittal questions?

6.c. How satisfied are you with **ESS' accuracy** of information provided?

7. How satisfied are you with the **overall service** provided by the Department of Retirement Systems?

396= Number of responses (as of September 17, 1999)

1,273 = Total surveys sent

31% = Response rate